

## **SUPPLEMENTAL JOB DESCRIPTION**

Classification: CLERK INTERVIEWER

Function Code: 2061-045

Position Title: Clerk Interviewer

Date Established: 08/15/88

Position Number: 16969

Date of Last Amendment: 8/29/05

**SCOPE OF WORK:** Reports to the District Office Manager of Operations and performs diverse clerical and administrative duties to achieve daily objectives for the Family Assistance Division in a District Office.

### **ACCOUNTABILITIES:**

- Provides routine clerical support services as needed, under the instruction of the Manager of Operations, in other units within the District Office to ensure the availability of clerical support services during normal business hours.
- Performs front-end reception duties, making frequent in-person contact with clients and the public, to answer inquiries concerning services available and general procedural questions.
- Receives incoming unit telephone calls and obtains information from caller to determine appropriate routing.
- Interviews clients to obtain pertinent information and to refer clients to staff member and services needed.
- Performs unit specific clerical duties including, entering case information into case management system (New Heights), copying case specific information, and proper mail distribution, to ensure that critical daily clerical functions are accurately and timely met.
- Processes daily attendance and leave reports to ensure accurate attendance record keeping.
- Maintains and tracks a log of in-person and telephone client inquiries and responses to ensure statistical data for services provided is properly captured.
- Reviews applications/documents to determine appropriate handling or follow-up needed and to ensure proper routing to case worker.

**MINIMUM QUALIFICATIONS:**

See class specification for Clerk Interviewer

**DISCLAIMER STATEMENT:** The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

**SIGNATURES:**

I have reviewed this job description for content.

Reviewer's Name, Title & Position #: Penny Keyser, Bureau Administrator, #16227

\_\_\_\_\_  
Reviewer's Signature

\_\_\_\_\_  
Date Reviewed

I have reviewed the content of the above job description with my supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the work responsibilities outlined by the job description with the above employee.

Supervisor's Name, Title, Position #: Linda Day, Supervisor III, #30282

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date Reviewed

\_\_\_\_\_  
Division of Personnel

\_\_\_\_\_  
Date Approved